



Los Angeles County **BOARD OF SUPERVISORS POLICY MANUAL**

Policy #:	Title:	Effective Date:
6.010	Department E-mail Constituent Assistance Form	03/10/98

PURPOSE

Offers constituents the opportunity to interact online with County departments, Board of Supervisors, and Commissions. Also, provides for a constituent suggestion box on the County's Internet Portal (www.lacounty.gov).

REFERENCE

March 10, 1998, [Board Order, Synopsis 55](#)

April 14, 1998 Chief Information Officer Memorandum, "[Direction for Department Heads Establishing an E-mail Box and Constituent Assistance Form on Department Website](#)"

April 15, 1998 Chief Administrative Officer and Chief Information Officer Joint Signature Memorandum, "[Departmental E-mail Constituent Assistance Form and Suggestion Box](#)"

POLICY

Include an e-mail constituent assistance form and suggestion box feature on all County department, Board of Supervisors, and Commission home pages and require the development of policies and procedures appropriate for tracking and monitoring responses in a timely manner. Monitoring can be performed manually or electronically and must include the date, the sender's name and e-mail address, to whom the e-mail was directed, the response, and response date. A suggestion box will also be located on the County's Internet Portal to encourage constituent inquiries or feedback of the site.

All email should be responded to within 48 hours of receipt with an acknowledgement of receipt and a commitment for a more detailed response after review and investigation or with a response that adequately addresses submitter's request/question.

RESPONSIBLE DEPARTMENT

Chief Information Office

Internal Services Department

Chief Executive Office

DATE ISSUED/SUNSET DATE

Issue Date: March 10, 1998

Review Date: February 21, 2002

Review Date: May 18, 2006

Review Date: January 21, 2010

Review Date: January 15, 2014

Sunset Date: February 21, 2002

Sunset Date: March 10, 2006

Sunset Date: March 10, 2010

Sunset Date: March 10, 2014

Review Date: March 10, 2018